

COMMUNICATIONS PROCESS

Overview

- Definition
- Guidelines
- Factors
- Elements
- Styles
- Barriers

Communication

The successful exchange
of information between
individuals

Effective Communication Guidelines

- Prepare Yourself
- Check Partner
- Be Positive
- Use “I” Messages
- Be Specific
- Active Listening
- Stay Focused

Factors of Interpersonal Communications

- Self-Concept
- Poor Self-Concept
- Coping with Angry Feelings
- Admit Your Emotions
- Self-Disclosure

Self Concept

HOW WE SEE OURSELVES

HOW OTHERS SEE US

**HOW WE WANT OTHERS
TO SEE US**

Elements of Communications Process

- Source
- Encode
- Message
- Decode
- Destination
- Feedback

Styles of Communication

- Friendly, Sociable, or Playful
- Directive, Persuasive, Demanding, Evaluative, Blaming, or Praising
- Speculative, Tentative, Searching, Reflective, Uncertain, Exploring, or Intellectual
- Disclosing, Revealing, Explicit, Responsive, Accepting, and Aware

Communication Barriers

- Language Barriers
- Different Communication Styles
- Physical Barriers
- Perceptual Barriers
- Noise

Cross-Cultural Misunderstandings

- Social Courtesies
- Flow of Information
- Assertiveness
- Culture
- Honesty

Barriers to Cross-Cultural Misunderstandings

- Songs, Symbols, and Gestures
- Accents
- Jive and Jargon
- Lack of Trust

Sign and Gestures

- Malcolm “X”
- Confederate Flag
- Handshakes
- Peace Sign
- Political Caricatures
- National Flags
- Clenched Fist

Accents

- Americans often react negatively when listening to people with strong foreign accents
- Indifferent when someone is struggling with the English language
- Can lead to other assumptions and bias

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